CASE STUDY

HOW PACE COMPLETECARE ELIMINATED LARGE IT SUPPORT RISKS & BLIND SPOTS
Unhappy with the challenges and unknowns from their part-time, reactive-based IT service, a local communications and management consulting firm needed to find a more structured, longer-term solution to ensure their IT infrastructure was sound and functioning 24/7. Email and network failures were not an option as they continued to grow and could become a source of extreme disadvantage if they occurred.

Greg F., Director of Finance at this Toronto based firm, began the search for a new IT services company because the organization had outgrown their existing IT companies’ capabilities. Challenges with the firm’s core infrastructure made the resources that were available insufficient to support their needs.

“They didn’t have any formalized processes and I had no sense of how many times these guys were asked to help with something, whether there were trends. It was very low visibility.” Greg explains.

The consultation firm sought out an IT services provider whose traits matched those of their own business profile: Highly structured and incredibly professional, with a clear set of processes and standards. Additionally, Greg F. specifically requested constant access to the systems.
After interviewing several companies, the consultation firm chose to invest in our PACE CompleteCare services. Greg notes that they chose PACE because of the clearly differentiated way they communicated their vision. “They communicated a clear set of processes and standards, taking responsibility for their client’s IT infrastructure and functioning.”

In the past, the consultation firm had relied on a more reactive service. The PACE CompleteCare service offering provided the firm with IT planning, strategy, network administration, as well as central services. This fostered sustained productivity and allowed the consultants to have control over their network, eliminating many productivity-halting issues.

Implementation of the PACE CompleteCare service offering began with an audit of the firm’s systems and installation of management agents and managed security tools. This gave the PACE team a baseline insight into the firm’s network capabilities and where they were out of alignment with Industry Standards and Best Practices. Once the onboarding process was complete the PACE team reviewed the results with the client and created an initial plan for remediation.
THE RESULTS

After implementing PACE services, this leading Toronto consultation firm noticed a significant decrease in network issues.

“They’ve got everything from frontline help to proper network engineers,” Greg reiterates.

Furthermore, PACE was able to provide network optimization, something that had never been done before, alongside regular reviews, planning, and the implementation of security processes.

One of the greatest advantages, however, was the PACE planning and strategy processes which are managed by designated PACE Business Advisors. As a busy consultation firm, having a single point of contact allows for their team to gain insight into network performance, areas of risk or concern, and how they can make improvements to their IT and their business. This was nonexistent with their previous provider and an area of concern for the business. As Greg explains, “From my perspective, it’s important to have one person to go to if something’s not working. It’s important to have a single point of contact.”

As the Director of Finance, Greg has high expectations, and rightly so. Any difficulty with network availability, email, or other IT services can be a significant disadvantage for the entire firm and their ability to conduct business. Although PACE cannot guarantee the prevention of every issue, this successful consultation firm knows that PACE’s structured approach will yield them better results than any other provider in the marketplace.

The PACE CompleteCare process-driven approach has allowed this fast-paced, professional client to eliminate many potential time consuming issues, increase their security, lower risk and remove their blind spots.